

Job Opportunity Bulletin

Post Date: July 1, 2017

STAFF SERVICES MANAGER III

Salary Ranges: \$7,593 - \$8,621
Permanent, Full-Time

FINAL FILING DATE: UNTIL FILLED

** Pending Personnel approval*

JOIN THE DDS TEAM!

For information about the
**DEPARTMENT OF
DEVELOPMENTAL SERVICES**

Please visit our website at
www.dds.ca.gov

Please refer to:

Position #: **473-400-4802-xxx**

Mail your application to:

Dept. of Developmental Services
1600 Ninth Street, MS-Q
Sacramento, CA 95814
Attention: Claudia Lutz

All applications will be
screened and only the most
qualified will be interviewed.

CONTACT INFORMATION

Name: Claudia Lutz
Number: (916) 322-7784
Email: claudia.lutz@dds.ca.gov

The Staff Services Manager III (SSMI III) will provide perspective for a new statewide commitment to connect with underserved communities by leading DDS initiatives and activities, and will coordinate and/or provide statewide outreach and training to promote equity and reduce disparities for consumers and families. The SSM III will work closely with regional centers' Cultural Specialists to evaluate existing practices that could be standardized and implemented system-wide. The SSM III will develop guidelines for regional center programs; provide technical assistance and guidance; work with stakeholders, and offer leadership and oversight. The SSM III will conduct research and identify best practices for the methods to reduce disparities in purchase of services. The SSM III will analyze data and investigate complex and comprehensive program statistics. The SSM III will compare data and report findings for legislative mandates, and determine the impact of the issues on consumers and other stakeholders. The SSM III will research new methods for service delivery, inform policy, provide outreach and assist DDS in achieving the goal of reducing the disparities in regional center purchase of services for consumers and families.

For complete duties, please see the duty statement on the following page.

DESIRED QUALIFICATIONS:

- ❖ Knowledge of the California Developmental Disabilities Service system and Regional Center service system.
- ❖ Excellent oral and written communication and interpersonal skills.

ADDITIONAL INFORMATION:

If you are ready to be a part of our DDS team, please submit an original signed State application (STD. 678) by the final filing date. All applicants will be considered; however, Re-employment/SROA/Surplus candidates will be given priority. Please include on your application the **position #473-400-4802-xxx** and the **basis of your eligibility** (list eligibility or transfers must meet the minimum qualifications (MQs) of this classification. If you are using list eligibility from an on-line exam to qualify for this position, you **must** include with your application any documentation (i.e., copy of transcript, degree, license, etc.) to verify meeting the MQs. The MQs will be verified prior to interview and/or appointment. If it is determined that an applicant does not meet the MQs of the classification, the applicant will not be considered and may be withheld from the eligible list.



"Building Partnerships, Supporting Choices"

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 9th Street, MS-Q
Sacramento, CA 95814

DUTY STATEMENT

DS 3022 (03/2015)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
COMMUNITY SERVICES DIVISION****DUTY STATEMENT****JOB TITLE:** Staff Services Manager III**Working Title:** Cultural Specialist**POSITION #:** 473-400-4802-XXX

POSITION DESCRIPTION: Under the general direction of the Deputy Director, Community Services Division, the Staff Services Manager III works independently to oversee implementation of the Department's plan to address disparities in services for individuals with developmental disabilities in the community. The SSM III develops, organizes and manages all aspects of the department's plan to address cultural disparities in the state's developmental disabilities services program to significantly expand culturally and linguistically appropriate outreach to California's diverse population. The position researches and discovers new methods for service delivery, informs policy, provides outreach and assists the Department in achieving the plan's mission. The SSM III works directly with the Cultural Specialists working in the 21 regional centers to ensure the plan addresses disparities in the system effectively and resolves the issues of disparity. The Department's specialist will inspire a new statewide commitment to connect with underserved communities.

SUPERVISION EXERCISED: No direct supervision. Provides oversight and technical guidance to Cultural Specialist positions in 21 regional centers.

SUPERVISION RECEIVED: Reports to the Deputy Director, Community Services Division.

EXAMPLES OF DUTIES:Essential Job Functions:

- 30% Plans, organizes and manages all disparity initiatives and projects for DDS using analytical and research techniques to identify complex issues and provide insight for causes and solutions; gathers complex program data from all department programs; interprets clinical, demographic and fiscal information and provides comparisons to best practices in the developmental disabilities field. Compares data and report findings to legislative mandates and determines the impact of the issues on consumers and other stakeholders, and identifies areas for improvement and best practices. Develops and evaluates alternatives to barriers or obstacles identified during activities; determines design and methods to complete projects. Establishes and maintains disparity project priorities and develops and effectively uses all available resources.
- 20% Works closely with each regional center's Cultural Specialist, evaluate the potential of regional centers' individual existing practices to be standardized and implemented across regional centers, develop guidelines for regional center programs, provide technical assistance and guidance, work with stakeholders as appropriate, and offer leadership, guidance and oversight. Provides high-level assistance to Executive Management, Agency, Department of Finance, legislative staff, and other stakeholders in the interpretation of disparity data and consumer outcomes, system-wide policy implications, by translating and disseminating difficult, complex, and sensitive information. Provides reports of findings and recommendations to the Legislature, Director's Office, Deputy Directors, Agency, Regional Centers and stakeholders. Provides focused program evaluation and analysis consistent with department priorities. Issue guidance to regional centers.

Essential Job Functions (cont'd):

- 20% Analyzes data and presents ideas and information effectively; investigates comprehensive and complex program statistics; consults with and advises department leadership and stakeholders on disparity subjects; and gains and maintains the confidence and cooperation of others. Interacts with and directs a variety of groups and individuals to develop informative program reports with statewide impact. Independently analyzes, reviews, and makes recommendations on the more complex and sensitive disparity issues. Make funding recommendations
- 15% Mentor and inspire regional centers' cultural specialists to address disparities assertively and effectively. Provide technical assistance to regional centers' cultural specialists through monthly calls and/or quarterly meetings. Attend conferences on the causes of disparities and model programs to reduce disparities
- 15% Organizes stakeholder meetings. Give presentations to various stakeholder groups. Works closely with the various divisions and management using a variety of methods for gathering information to inform on disparity issues and their impacts for consumers with developmental disabilities. Respond to requests from legislative staff. Draft responses to media inquiries

WORKING CONDITIONS: Work in an office environment using a personal computer and telephone. Effective interaction with staff and managers from the RCs, DCs, Headquarters' offices, and other department staff. Travel to DCs and RCs located throughout California, up to 50%.

DESIRABLE QUALIFICATIONS:

- Expertise in the nuances of diversity issues and research.
- Advanced experience with a broad variety of current methods and processes to address issues of disparity.
- Ability to synthesize data from a variety of sources and disciplines.
- Advanced experience with the development of complex and sensitive written reports.
- Experience and ability to work effectively with all levels of staff.
- Experience and ability to communicate with staff at all levels, including executive management, stakeholders, and legislative staff.
- Advanced skills in data analysis and infographics.
- Advanced skills with Microsoft Office, with emphasis on Excel and Access, and other research program applications.
- Ability to work with legacy databases.
- Knowledge of California's Developmental Disability service delivery system and its statutory framework.

CERTIFICATION OR LICENSE: None.